



Network Operations Center (NOC)

Providing round-the-clock support to help customers manage and execute their energy consumption strategies.

“The Network Operations Center is the nucleus of the Comverge smart grid operation. We are fully manned 24X7 and completely focused on demand response programs throughout the U.S. Comverge is dedicated to being a proactive resource to our utility, commercial, and industrial customers.”

– John Rossi, Vice President of Business Development

Network Operations Center

Staffed by an experienced team of energy analysts and engineers, the Comverge Network Operations Center (NOC) makes demand response and energy efficiency operation and management seamless and reliable. We support both utilities, and their residential customers, and commercial and industrial customers. From executing and managing events to providing 24/7 emergency response, our NOC ensures customers receive a consistent and reliable energy supply.

Through the NOC, we remain in continuous communication with our customers – keeping them informed of demand response events, meter data, and actual energy use. From there, we are able to help pinpoint problems and identify areas for additional efficiency savings. Most importantly, our customers know they can count on the Comverge NOC as a knowledgeable resource that is always available to understand their energy efficiency requirement, answer questions, provide guidance during events, and help them accomplish their energy management goals.

Comverge operates its primary North America data center in Atlanta, GA with geographic redundancy provided by a hot backup data center and network operations center strategically located in Pennsylvania in the event of a disaster at the primary facility.

Services

- Real-time monitoring, notification, and response of energy pricing and market conditions
- Initiation of curtailment strategies during peak conditions
- Load-shedding control
- Meter data collection monitoring and support
- Event compliance verification
- Real-time monitoring of infrastructure needed including paging systems, IT infrastructure, and field M&V sites
- Control, maintenance, and troubleshooting of electrical assets

Features

- 24/7 Network Operations Center along with a separate, fully-functional backup NOC used in the event of natural and unnatural disasters
- Skilled services teams consisting of expert IT engineers, data analysts and support services staff always on call 24/7/365
- Minimize downtime and increase overall system reliability
- Real-time data flow and secured communication
- Both centers completely integrated through high-speed, secure networks backed up through redundant generator power
- Constant monitoring of the NOC network utilized by state-of-the-art firewalls and industry-leading intrusion detection software
- Redundant air conditioning systems
- Redundant uninterruptible power supply (UPS)
- Backup electric generators
- Independent key card access required to building, NOC, and datacenter
- Datacenter entry access security provided by dual authentication with biometric readers
- Recorded video surveillance

“We take great pride in being able to offer our customers the highest levels of quality services from our NOC. We’ve made significant investments in the latest technologies to consistently provide the best possible system reliability. Ultimately, our customer’s success depends upon it.”

– Greg Allarding, Vice President of Network Operations

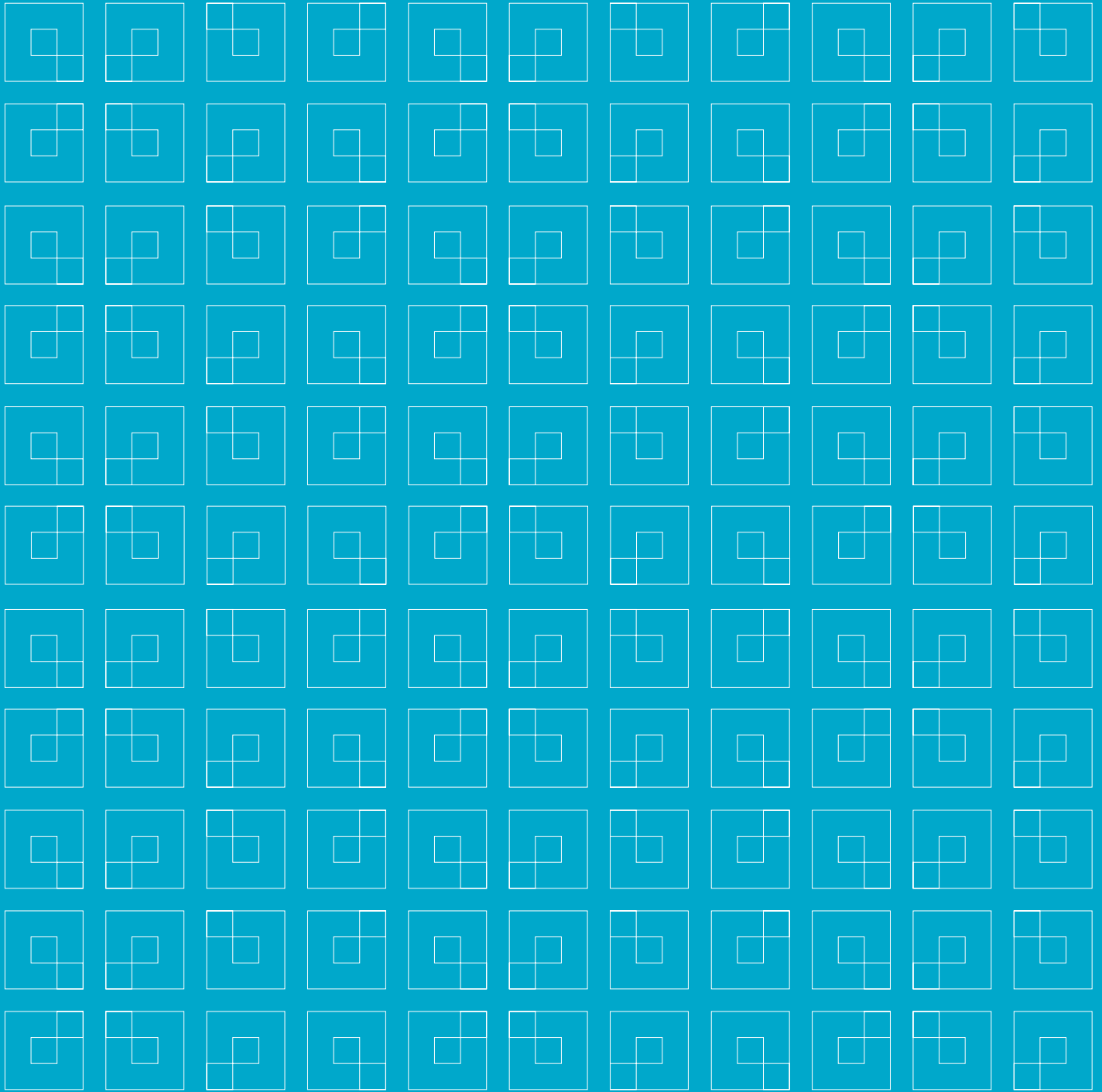
Benefits of hosting

Hosting a Comverge solutions package with our Network Operations Center eliminates the time and investment customers would require installing, configuring, and managing an energy solutions package themselves. By hosting with Comverge, customers are able to continue their operational routine while the experts in our NOC are working behind the scenes. And when customers go home for the day, we’re still working for them around the clock.

Why host with the NOC?

- Zero customer investment to install and learn specialized software
- Eliminates need for customers to acquire additional physical and electronic space
- Customer interests are protected by advanced physical and digital security 24/7
- Turnkey solutions by expert staff 24/7
- Faster access, management, and knowledge tailored to customer need
- Overall decreased cost of ownership





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